

## TEXAS DEPARTMENT OF PUBLIC SAFETY

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August 7, 2013

Via Email

Brian Sasser  
KPRC-TV  
[bsasser@kprc.com](mailto:bsasser@kprc.com)

RE: Public Information Request for average customer wait times for May and June at the following DL offices: Houston-Rosenberg Mega Center, Houston-Spring Mega Center, Houston Dacoma, Houston East, Houston Grant Rd, Houston Townhurst, etc. (PIR # 13-2876)

Mr. Sasser:

The Department received your above-referenced request on July 24, 2013. Please find enclosed the information the Department located in response to your request. These records are provided to you at no cost.

If you have any questions regarding this request, please contact the Media and Communications Office at [media@dps.texas.gov](mailto:media@dps.texas.gov). Thank you.

Cordially,

A handwritten signature in blue ink that reads "Molly Cost".

Molly Cost  
Assistant General Counsel

\hqogcs001\ORA\2013 requests\13-2876\13-2876 (13-08-07) letter to requestor

2:13-cv-193  
09/02/2014

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TEX0494928

**From:** Brian Sasser [bsasser@kprc.com]  
**Sent:** Wednesday, July 24, 2013 3:15 PM  
**To:** OGC Webmaster  
**Cc:** Vinger, Tom  
**Subject:** KPRC-TV Open Records Request

Pursuant to the Texas Public Information Act, Texas Government Code Ann.

552.001 et. Seq., we are requesting the following records maintained by or for the **Department of Public Safety**:

**\*Average customer wait times for May and June at the following DPS Driver License offices:**

**Houston-Rosenberg Mega Center**

**Houston-Spring Mega Center**

**Houston Dacoma**

**Houston East**

**Houston Grant Road**

**Houston Townhurst**

**Houston Vantage Parkway East**

**Houston Winkler**

**Houston-Gessner Mega Center**

As you know, the Texas Open Records Act provides that if portions of a document are exempt from release, the remainder must be segregated and disclosed. Therefore, I will expect you to send all non-exempt portions of the records, which I have requested, and ask that you justify any deletions by reference to specific exemptions. I reserve the right to appeal your decisions to withhold any materials.

Since some of the documents listed above may be more readily available than others please provide the documents that are available as soon as possible without waiting to provide access to all documents. I promise to pay reasonable search and duplication fees in connection with this request.

**However, If you estimate that the total fee will exceed \$20, please notify me so I may authorize the expenditure of a greater amount.**

We look forward to hearing from you within the **10-day** time guideline set up in the Texas Open Records Act.

**Brian Sasser**

**Investigative Producer**

**KPRC-TV**

**P.O. Box 2222**

**Houston, TX 77252**

**832-493-3965 Cell**

**bsasser@kprc.com**

**Average Wait in Minutes by office for all transaction types 2013**

<b>Office</b>	<b>May</b>	<b>June</b>
Rosenberg	13	31
Spring	28	54
Dacoma	25	22
Houston – East	30	41
Grant Road	22	26
Townhurst	46	60
Vantage Parkway	17	27
Winkler	18	20
Gessner	37	57